DECT 6.0 Wireless Headset "EASY CLIP" User's Guide

RCA ViSYS™

This accessory headset set is only for use with Model 25255RE2 base units.

Please read this manual before operating product. **Model 25065RE1**

INTRODUCTION

CAUTION: WHEN USING TELEPHONE EQUIPMENT, THERE ARE BASIC SAFETY INSTRUCTIONS THAT SHOULD ALWAYS BE FOLLOWED. REFER TO THE IMPORTANT SAFETY INSTRUCTIONS PROVIDED WITH THIS PRODUCT AND SAVE THEM FOR FUTURE REFERENCE.

• Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

1. Notification to the Local Telephone Company

On the bottom of this equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company. The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

• Notes

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

2. Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

INTERFERENCE INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Privacy of Communications may not be ensured when using this product. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
• Increase the separation between the telecommunications equipment and receiver.
• Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiver is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Class B
This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

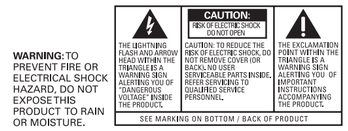
This product meets the applicable Industry Canada technical specifications. / Le présent materiel est conforme aux specifications techniques applicables d'Industrie Canada.

The Ringer Equivalence Number is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five. / L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5.

FCC RF RADIATION EXPOSURE STATEMENT

For body worn operation, this headset has been tested and meets the FCC RF exposure guidelines. Use of accessories may not ensure compliance with FCC RF exposure guidelines.

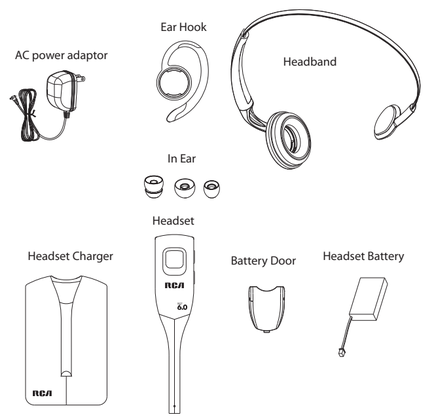
This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range.


WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.
THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.
CAUTION:
RISK OF ELECTRIC SHOCK DO NOT OPEN
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.
THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT

CONNECTIONS AND SETUP

Before Your Begin

Parts Checklist
Make sure your package includes the items shown here



DIGITAL SECURITY SYSTEM

Your cordless headset uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

Important Installation Information

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Temporarily disconnect any equipment connected to the phone such as faxes, other phones, or modems.

Important Installation Guidelines

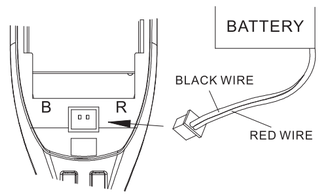
- Install near an electrical power outlet.
- Your headset charge cradle should be placed on a level surface such as a desk or table top.
- Avoid sources of noise, such as a window by a busy street, and electrical noise, such as motors, microwave ovens, and fluorescent lighting.
- Avoid heat sources, such as heating air ducts, heating appliances, radiators, and direct sunlight.
- Avoid areas of excessive moisture or extremely low temperature.
- Avoid dusty locations.
- Avoid other cordless telephones or personal computers.

INSTALLATION NOTE: Certain other communications devices may also use the DECT 6.0 frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference.

INSTALLING THE HEADSET BATTERY

NOTE: You must connect the headset battery before use.

CAUTION: To reduce the risk of fire or personal injury, use only the Telefield NA Inc. approved Li-Polymer battery Model T-T101., which is compatible with this unit.



1. If the battery door is attached, press on both sides of the battery compartment cover and lift the cover up and off.
2. Insert the battery into the battery compartment with the label Warning facing up.
3. Push the battery plug into the connector inside the compartment according to the color-coded label and place the wires neatly inside the compartment.
4. Insert the tab on the bottom of the battery cover into the battery compartment. Press down gently on the battery cover until it snaps into place.
5. Place cordless headset in charger. Plug the power supply cord into the power jack on the bottom of the charger and the other end into an electrical outlet. Place headset in the charger. Within a few seconds, the charge indicator should illuminate, verifying the battery is charging.
6. Allow the unit to charge for 14 hours prior to first use. If you don't properly charge the unit, battery performance is compromised.

NOTE: Remove the ear hook from the headset before battery replacement.

CAUTION: To reduce risk of personal injury, fire, or damage use only the T-T003 power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

HEADSET SET UP

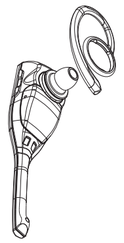
Headband Attachment
To attach the headset to the headband for wearing on the left or right ear:

1. Remove ear hook if currently attached to the headset.
2. Insert the earpiece into the headband ring.
3. Push the earpiece towards the headband ring until it clicks into place.
4. Adjust the headband to fit your head comfortably. Adjust and rotate the angle of the headset until the microphone is pointing toward your mouth.

NOTES:
To wear on the other ear, rotate the headset within the headband ring. Firmly grip the padded earpiece with one hand whenever adjusting the headset microphone up or down . To remove the headset from the headband: Hold the headset with one hand and the headband ring with the other hand. Twist and pull the headset gently until it separates from the ring of the headband.
NOTES:
When you use the headband, you can use the highest in ear tip to keep the volume state.

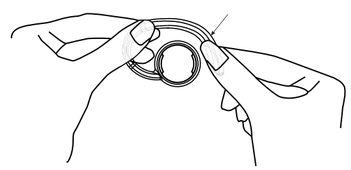
EAR HOOK ATTACHMENT

To attach the ear hook to he headset.



1. Remove the headband if currently attached to the headset.
2. Insert the earpiece into the ear hook.
3. Press the ear hook onto the earpiece until it clicks into place
4. Hook the headset onto the desired ear. Adjust the angle of the headset until the microphone is pointing towards your mouth.

Note: Insert ear hook into either side of ear hook ring, matching with the L or R marked on ear clip ring to fit either your left or right ear.
Note: Adjust the ear hook to fit your ear shape comfortably.



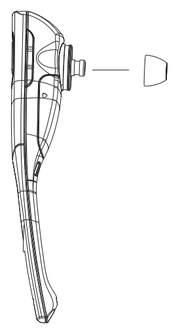
TO SWITCH FROM EAR TO EAR

Unplug the ear hook from ear hook ring.
Insert the ear hook to ear hook ring with L mark for Left ear.
Insert the ear hook to R mark for Right ear.
Rotate microphone boom to reposition nearer to mouth.

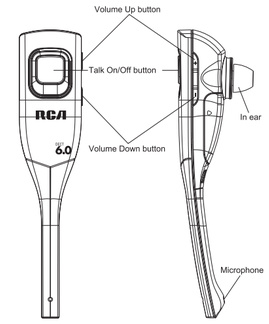
Note: Ear hook is made out of a flexible material that can be reshaped to fit your ear. Gently manipulate into the desired shape for maximum comfort.

IN EAR ATTACHMENT

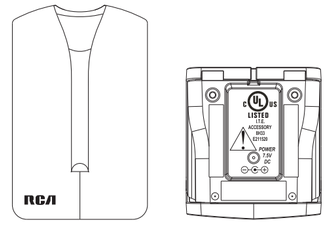
If the Earplug is bigger or smaller than your ear, you can change the In Ear tip for maximum comfort.



HEADSET LAYOUT



HEADSET CHARGE CRADLE



BASIC OPERATION

Pairing the headset to base
Note: If the headset was sold together with an RCA base station (in the same gift box), you may not need to pair your headset to the base.

1. Press and hold the **Talk on/off** button together with the volume + button for 3 seconds. An alternating red and blue light will indicate that the headset is now in pairing mode and is searching for a base station.
2. From the Base Phone Setting Menu, Press the **VOL** (- or +) button to scroll to Add Headset.
3. Press **SELECT** Soft key. Pairing Please wait… displays to indicate the base is now in registration mode.
   Or press and hold Headset button for 5 seconds until the display shows **"PAIRING PLEASE WAIT…"**.
4. If the registration is successful, the base shows ***Pairing complete*** for 2 seconds and emits a confirmation tone.
5. If the registration fails (i.e. timeout), the base shows ***Pairing failed*** for 2 seconds and emits an error tone.

Remove headset (only applicable for base)

From the Phone Setting Menu:
1. Press the **vol** (- or +) button to scroll to Deregistration.
2. Press the **SELECT** Soft key. The headset will be shown, along with a list of all registered handsets. Use the **vol** (- or +) button to scroll to Headset.
3. Press the **SELECT** Soft key. The screen displays Remove headset?.
4. Press **YES** Soft key to confirm de-registration. The screen displays ***Saved.***

Visual Indicators

Charge Indicator on the Headset

While charging, the LED on the headset will glow blue

Ring Indicator on Headset
The red LED will flash when there is an incoming call or the base is paging the wireless headset.

Making a Call

1. Press the ***Talk on/Off*** button on the headset OR the headset button on the base to get a dial tone.
2. When finished, press the ***Talk on/Off*** button on the headset OR the **Headset** button on the handset to hang up.

NOTE: If the privacy feature is turned on by pressing the Privacy button on base, the call cannot be joined by another user.

Answering a Call

1. When the phone rings, press the ***Talk on/Off*** button on the headset OR press the headset button on the base to answer the call.
2. When finished, press the ***Talk on/Off*** button on the headset OR the Headset button on the base to hang up.

Switching Between the Speakerphone, Headset, and Corded handset Mode

To switch to the speakerphone, press Spk button on base. The speakerphone indicator illuminates.

To switch to the corded handset, pick up the handset. The speakerphone or headset indicator will turn off.

To switch to the headset, press the Headset button on the base or press Talk on/off button on headset to enable the headset, and the headset indicator illuminates.

Note: If a wired headset is plugged into the jack on the base, the wireless headset will be temporarily disabled.

Mute

To have a private, off-line conversation, use the mute feature. The party on the telephone line will not hear you, but you can still hear them.

1. In base or headset talk mode, press the ***Mute*** button on the base unit. The Mute indicator light will blink intermittently, and the word Mute will flash, along with the call status, in the display window of the base unit.
2. Press the ***Mute*** button again to cancel mute and return to your phone conversation.

Note: When mute function is active during headset talk mode, the headset will hear an alert tone per 15 seconds.

Redial

1. Press the ***Spk*** button on the base (speakerphone mode), or press the headset button (headset mode), or pick up the corded handset from the base. The first available line will go off hook. If both lines are available, Line 1 will automatically be selected .
2. Press the ***Redial*** button on the base unit. The redial number list (last 3 previously dialed numbers) is shown in the base unit display.
3. Use the ***VOL*** (- or +) button on the base unit to select the number. Press the ***DIAL*** Soft key below the base unit display window to dial the desired number.

NOTE: If the number you dialed is longer than 32 digits, It will not be saved in the redial list and can't be redialed.

Do Not Disturb

This feature disables (silences) an incoming ring signal, or intercom ring. When there is an incoming call or an intercom call, the status indicators function as normal but the phone will not audibly ring. Do Not Disturb mode also similarly silences the headset in the event of an incoming call or intercom call.

Flash

If you subscribe to Call Waiting Caller ID service from your local telephone company and you receive an incoming call while already on a call on the same phone line, you will hear a beep to indicate another call is waiting on the line and Caller ID information (if available) for the waiting call will appear on the display.

- To connect to the waiting call, press the ***Flash*** button on the base. This will activate the incoming call, placing the original call on hold.
- To switch between the two calls, press the ***Flash*** button.

Out of Range

If the headset is too far from the base (out of range) you may experience static or noise. Move closer to the base or headset will automatically hang up if it is kept out of range for 30 seconds.

Battery Low

If the headset battery is low, the ***LED*** on the headset will flash red twice per 5 seconds interval to remind you that the battery needs charging. If the battery voltage is very low, the headset will automatically shut down. Place the headset in the charge cradle to recharge battery.

Headset Volume

While talking, the headset receiver volume can be adjusted by pressing the ***Vol*** +/- buttons on headset. The volume can be increased or decreased in increments for a total of six volume levels. When maximum level or minimum level is reached, an error tone is emitted. The last setting is kept when the unit is replaced in the cradle.

Transferring a Call(Headset mode) to Another Extension

1. Press ***XFER*** Soft key on the base unit when the phone is in headset Talk mode. The current call is put on hold.
2. Use ***VOL*** (- or +) on the base unit to select the desired handset you wish to transfer the held call to, and then press the ***SELECT*** Soft key.
3. The unit will intercom or ring the selected handset. At this point, you may:
   a) Remain on the line. You may talk to the receiving party as long as you wish while the transferring call is on hold. Then simply hang up to transfer the call or press ***Conference*** on the base unit to initiate a 3-way conference call.

-OR

   b) Simply hang up by pressing the Headset button on the base unit or ***Talk on/off*** button on the headset or just return the headset to its cradle to transfer the call.
4. If the selected unit rejects the intercom call, or the call is not answered within 30 seconds, the call is transferred back to the headset and the display will show as below a) or b)
   a) If the headset did not hang up, it will show "Unavailable" for 3 seconds on base, and then the headset will automatically be re-connected to the call again.
   b) If the headset was disconnected from the call, it will show "**TRANS FERRED BACK FROM XXXX**" on the base unit and the headset will ring.

Simply press the ***Talk on/off*** button or the Headset button to re-connect the call to the headset.

Receiving a Transferred Call from Another Extension

If the base receives a transfer call page from another extension, **Transfer from Handset X** will show in the display. Press ***SPK***, the ***Headset*** button on the base unit or leave the corded handset on the base unit or press ***Talk*** on/off on headset to answer the call.
If you press the ***REJECT*** Soft key or the call is not answered within 30 seconds, the intercom page will be discontinued and the call will be transferred back to the original unit.

NOTE: 1. If the call is not accepted, the caller will be able to leave a message on the answering system if it is activated.

Ringer On/Off and Ringer Volume

1. Make sure the headset is in idle mode (powered on and not currently on a call).
2. Press the **VOL** (- or +) button to activate the ringer volume setting. Use the **VOL** (- or +) button to scroll to your selection The default setting is **VOL7** . The last setting is kept when re-cradled.

Note: the min level is ringer off.

CONFERENCE CALLS

This headset can support 3-way and 4-way conference calls with other extensions.

Join a call in progress:

1. While a call is in progress, another user can join that call by pressing the corresponding line button on the base unit or Soft key in the handset. Both parties on the original call will hear a tone to alert them someone else has joined the call. After the base jointed the call, you can press base ***HEADSET*** button / ***Talk On/off*** button on headset to transfer the base call to headset mode conference.

NOTE: If the privacy feature is On for the original call, the call cannot be joined by another user.

3-way conference call by an intercom call:

1. While on a call, press the intercom button, wait for timer to clear from the screen, press the intercom button again and then select the desired handset or base to intercom.
2. The selected handset or base will emit a page tone. The user can press the ***Talk*** button on the handset or the ***speaker*** button on the base to answer the intercom call page.
3. The originating caller can then press the CONF Soft key shown on the display to establish a 3-way conference between the external caller and the intercom call.

Note: After the base start to conference, you can press base HEADSET button/ Talk On/off button on headset to transfer the base call to headset mode conference.

3-way conference call with two lines:

1. During a call on Line 1, press the hold button to put the call on hold.
2. Press the line 2 button on the base to get a dial tone. Dial the other number, and then talk to the other person.
3. The originating caller can then press the CONF Soft key shown on the display to establish a 3-way conference between the two lines.

Note: After the base start to conference, you can press base HEADSET button/ Talk On/off button on headset to transfer the base call to headset mode conference.

4-way conference call (Line 1 + Line 2 + 2 extension):

1. Once the base unit or handset has both Line 1 and 2 on hold, press the ***intercom*** button and then select the desired handset or base to intercom.
2. The selected handset or base will emit a page tone. The user can press the ***Talk*** button on the handset or the speaker button on the base to answer the intercom call page.
3. The originating caller can then press the ***CONF*** Soft key shown on the display to initiate a conference. Since Line 1 and 2 are both on hold, the user will be prompted to select Line 1, Line 2 or Both to conference with. The user can then use the Soft keys to select the desired option. If the ***BOTH*** Soft key is selected a 4-way conference is established between the originating caller, both lines and the intercom call.

Note: After the base jointed the call, you can press base HEADSET button/ Talk On/off button on headset to transfer the base call to headset mode conference.

Hold

In headset talk mode, press the hold button on the base unit or press and hold ***Talk on/off*** button on the headset for 3 seconds. Line ***X ON HOLD*** shows in the LCD display, and the line icon will flash. On the base, the line button indicator will flash also.
When the line is on hold, the hold alert tone will be emitted to both the person on hold and to the user that initiated the hold.
Press the corresponding ***LINE*** Soft key on base to release the hold and pick up the call again.
Or press the ***Talk On/off*** button on headset to pick up the call again.

Intercom Operation

Join an Intercom

While the base unit is on an intercom call with a cordless handset, you can press the Headset button on the base unit or ***Talk on/off*** button in headset to transfer the active intercom call to the headset.
When finished, press the ***Talk /off*** button on the headset or the Headset button on the base unit again or place the headset in the cradle.

Note: The maximum total number of wireless devices that can be paired with a single base station is 10. Since the headset functions as one of these 10 devices, only 9 handsets can be registered along with the headset.

Answering an Intercom Call on the headset

1. Press the Talk /off button on the headset or the Headset button on the base unit.
2. When finished, press the Talk /off button on the headset or the Headset button on the base unit, or place the headset in the cradle.

Auto Standby

If you place the headset in the cradle while the headset is off the hook (during a call), the current call will be automatically disconnected.

Accessing and dialing numbers from the Caller ID, Phonebook or One-Touch/ memory Records

While reviewing CID records, Phonebook memory listings or One-Touch/Memory Records on the base unit, you can dial the numbers shown on the display by pressing headset button on the base unit or the Talk on/off button on the headset.

OTHER INFORMATION

Battery Safety Precautions

- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the Li-Polymer battery listed in this User's Guide.
- Keep batteries out of the reach of children.
- Remove battery pack if storing over 30 days.

NOTE: The RBRC seal on the battery used in your Telefield NA Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries). For more information go to the RBRC web site at www.rbrc.org or call 1-800-8-BATTERY or contact a local recycling center

TROUBLESHOOTING GUIDE

Telephone Solutions

No dial tone

- Check and repeat installation steps:
  Ensure the base unit power cord is connected to a working outlet.
  Ensure the telephone line cord is connected to the base and the wall jack .
- Connect another phone to the same jack; if there is still no dial tone, the problem might be your wiring or local service.
- The cordless handset/headset may be out of range of the base. Move closer to the base.
- Ensure the battery is properly charged (14 hours).
- Ensure the battery pack installed correctly.
- Did the headset beep when you pressed the ***Talk on/off*** button? The battery may need to be charged.

Unit will not dial out

- Make sure your phone service supports ***TONE*** dialing or Pulse dialing, This unit support the two mode both but the default mode is ***"Tone".***

Headset does not ring

- Make sure the headset ringer is set to on.
- The cordless headset may be out of range. Move closer to the base.
- Check for dial tone. If no dial tone is heard, see No dial tone above.

You experience static, noise, or fading in and out

- The cordless headset may be out of range of the base. Move closer to the base.
- Charge the battery.

Unit beeps

- Clean charging contacts on cordless handset and charge cradle with a soft cloth or an eraser.
- See solutions for "No dial tone" on previous page.
- Replace the battery.

Unit locks up and there is no communication between the base unit and the cordless handset

- Unplug the AC power adaptor from the wall outlet and the back of the base unit, and remove the backup batteries from the bottom of the base unit (if previously installed). Remove the headset battery. Wait for 30 seconds and plug the power adaptor back into the base unit and wall outlet, and re-install the batteries in the base unit. Reconnect the headset battery and charge for 14 hours.

BATTERY SOLUTIONS

If you experience any of the following problems, even after fully recharging the battery, you may need to replace the battery pack:

- Short talk time
- Poor sound quality
- Limited range

GENERAL PRODUCT CARE

To keep your unit working and looking good, follow these guidelines:

- Avoid putting the phone near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping the handset, as well as other rough treatment to the phone.
- Clean unit only with a soft, dry cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.
- Periodically clean the charge contacts on the handset and charge cradle with a clean pencil eraser.

ENVIRONMENTAL CAUSES OF POOR RECEPTION

- Aluminum siding on the outside of a building.
- Foil backing on some types of in-wall insulation.
- Heating ducts and other metal construction that can shield radio signals.
- You're too close to appliances such as microwaves, stoves, computers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base unit is plugged into AC outlet with other electronic devices.
- Baby monitor is using the same or similar frequency.
- Headset battery is low.
- You're out of range of the base.

Warranty

Warranty Assistance
If trouble is experienced with this equipment, for warranty information, please contact customer service at 1-800-511-3180. If the equipment is causing harm to the telephone network, the telephone company may require that you disconnect the equipment until the problem is resolved.
Any unauthorized repairs, changes or modifications not expressly approved by Telefield NA Inc. could void the user's authority to operate this product.
For instructions on how to obtain a replacement unit, refer to the warranty included in this guide or call customer service at 1-800-511-3180.
Or refer inquiries to:

Telefield NA Inc.
4915 SW Griffith Dr. #205
Beaverton, OR 97005

Attach your sales receipt to this booklet for future reference. Also, make note of your purchase date and where the unit was purchased. This information may be helpful if service should be required during the warranty period.

Purchase Date

_____

Name of Store

_____

Limited Warranty

What your warranty covers:

- Defects in materials or workmanship

For how long after your purchase:

- Two years, from date of purchase

What we will do:

- Provide you with a replacement unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

How you get service:

- Locate your proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period. Proof of warranty eligibility is required and must be presented to obtain warranty service.
- Contact RCA Customer Care at (800) 511-3180. Our representatives will help you troubleshoot and diagnose the problem. As you may be asked to disconnect your RCA telephone from it's power source, you must call from another telephone. If the issue cannot be resolved by our Customer Care Team, you will be issued an RMA (Return Merchandise Authorization) number and be given instructions on how to submit your proof-of-purchase paperwork and where to send your defective merchandise.
- You will be responsible for shipping the defective unit back to our warranty fulfillment center at your own expense. You are responsible for damage or loss during shipment so insuring the product during return shipping is highly recommended.
- We will ship a replacement to you freight pre-paid.

What your warranty does not cover:

- Customer instruction. (Your Instruction Book provides information regarding operating instructions and user controls. Additionally, our Customer Care Center is staffed 24x7 with product experts that can assist you with any questions that may arise during setup and use of your RCA telephone.
- Installation and setup service adjustments
- Batteries
- Damage from misuse or neglect
- Products that have been modified of serviced outside the USA
- Products purchased from non-authorized retailers, dealers or resellers
- Products purchased or serviced outside the USA
- Acts of nature, such as, but not limited to lightning damage

Product Registration:

- Please register your product on-line at www.rca4business.com. You may also be complete and mail the product registration card if one was received with your unit. Product registration will make it easier to contact you should it ever be necessary. Registration is not required for warranty coverage.

Limitation of Warranty:

THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY TELEFIELD NA INC., ITS AGENTS, OR EMPLOYEES SHALL CREATED A GUARANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. TELEFIELD NA, INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING ABOUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF OREGON. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

How state law relates to this warranty:

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

If you purchased your product outside the USA, Mexico or Canada:
This warranty does not apply. Contact your dealer for warranty information.

Visit the RCA web site at: www.rca4business.com

Please do not send any products to the Oregon address listed in this manual or on the carton. This will only add delays in service for your product.

Telefield NA Inc.
4915 SW Griffith Dr. #205
Beaverton, OR 97005

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